

Created	Branch	Topic	Comment	Staff Name	Notes	Name
5/4/2021 15:51	Appaloosa	Building access	Submitted inside Appaloosa on a yellow comment card. "I can't open door with my card."	Larsen, Sky	5/4/2021 I called Ms. Roebeling and explained how Pony Express Service works. Invited her and her father to register at the Drive-Up-Window if they want to come inside the building. Advised that they may not enter again until they have completed that registration. She asked when the building was going to fully open again and I stated that we did not know and that Pony Express Service was the service level we are currently able to offer. Shared that Mustang and Civic Center were open limited days/hours without a special registration process. (Sky Larsen)	Marie Roebeling
5/4/2021 15:54	Appaloosa	Customer Service	Submitted inside Appaloosa on a yellow comment card. 5/1/2021 "Thank you for Pony Express."	Larsen, Sky	Noted with pleasure. (Sky Larsen)	
5/8/2021 10:33	Appaloosa	Programs/Events	Please consider providing Acorn tv again. I loved the service and used it often.If there is any way to bring it back I would be very grateful.	Jones, Rebekka	Acorn TV is not available for library purchase at this time as the company that provided it for libraries is no longer in business. Customer did not provide contact info.	
5/20/2021 14:33	Appaloosa	Computer/Internet	(Submitted on a yellow comment card at Appaloosa) Please allow 2 hrs. per computer time per day. There are only about 3 people in the computer area using the computers. Because of COVID, I am trying to catch up on some issues. Thank you!	Larsen, Sky	I spoke to patron and shared that the current 1 hr. limit for computer usage was a system wide practice and would remain in place for the time being. Assured her that we monitor computer usage and how busy the buildings are as we continue to operate under reduced hours of service. She shared that she really appreciates the Pony Express Service and is aware that she can go to Mustang or Civic Center if she needs more time on a computer. She thanked me for the return call.	Barbara Lonnquist
5/24/2021 11:23	Appaloosa	Computer/Internet	(This comment was submitted on a yellow comment card inside Appaloosa Library on 5/22/2021) It's so nice to be back. Would it be possible to have 1 or 2 hours more on the computer? (No contact information provided)	Larsen, Sky	I spoke to patron and shared that the current 1 hr. limit for computer usage was a system wide practice and would remain in place for the time being. Assured her that we monitor computer usage and how busy the buildings are as we continue to operate under reduced hours of service. She shared that she really appreciates the Pony Express Service and is aware that she can go to Mustang or Civic Center if she needs more time on a computer. She thanked me for the return call.	
5/24/2021 11:25	Atmo-sphere	Atmo-sphere	(Submitted on a yellow comment card inside Appaloosa Library on 5/21/2021) I came in to get a library card, but no employees were around for the 30 minutes I was in here. (No contact information provided)	Larsen, Sky	I am sorry that this patron did not leave contact information so I could share how the Pony Express Service works. They must have come in with another patron so we will continue to fine tune the signage at the front of the building to educate patrons how this service works. I hope that they went to the Drive Up Window after they left the building and were able to get a library card there. (Sky Larsen)	

5/24/2021 16:46	Appaloosa	Customer Service	(Submitted on a yellow comment card inside Appaloosa Library on 5/22/2021) Why can't I checkout books and also my friend needs a library card but no one is here. We just want to learn Bio.	Larsen, Sky	Mr. Reese, Thank you for filling out one of our Comment Cards when you were in Appaloosa last Saturday. The reason that you weren't able to check out books was because your library card is expired. We require patrons to renew their library cards each year and your card expired last year. At the current time, you have three options to renew your card. You may call the Call Center (480-312-7323); you may go to the Drive-Up Window at Appaloosa, Arabian, or Mustang; or you may use the online renewal form on our website: https://www.scottsdalelibrary.org/renewcard You also mentioned that your friend needs to get a library card and that no one was available to assist you. We are currently only offering "Pony Express @ Appaloosa" service in this building. This service is completely self-service and does require a separate registration process that can only be completed at the Drive-Up Window at Appaloosa. Staff will not be on the service floor to assist patrons, but we do issue library cards at the Drive-Up Window. Since you were in the building when you filled out the comment card, you must have entered the building when another patron entered or exited. If you do want to come inside Appaloosa in the future, please come by the Drive-Up Window and we will renew your library card and complete your Pony Express Registration. The Window is open Monday – Thursday 10 – 6 and Friday & Saturday 1 – 5. If you do not want to register for Pony Express @ Appaloosa, our Mustang and Civic Center Libraries are fully open on the following days and times: Monday and Wednesday: 10 – 6 Friday and Saturday: 1 - 5	Parker Reese
5/19/2021 14:48	Arabian	Hours of Operation	When will be Arabian library be back fully open for business? It has been 14 months and all other businesses are now open in Scottsdale. Thank you.	Aikin, Louisa	Called Patron to answer question. Explained our budgetary situation and need for additional staff in order to open the building to walk-in patrons. Patron was surprised to learn that the library system had taken a cut in our budget. I confirmed that many City departments had also experienced budget cuts.	Drew Bernhardt
5/24/2021 22:19	Arabian	Please reopen Arabian library	Thank you for all that you do during the pandemic! I noticed that other Scottsdale libraries have now either re-opened with limited hours or have offered self-service. Please consider providing Arabian library patrons options for these services, too, even if it is for one day a week. Other libraries are about 20 minutes away and Arabian is my neighborhood library where my daughter (now 2nd grade) and I always come to browse books that may interest her. We like coming in to be "surprised" by the books we see. I personally also come in for some periodicals, which can't seem to be checked out for drive-through. The Arabian library provided invaluable service to the community. Please please please consider a limited re-opening! Thank you!!	Aikin, Louisa	Thank you so much for your kind comments about Arabian Library and your interest in being able to walk in to the building and enjoy browsing the collection. Unfortunately, due to the budget impacts of COVID-19, there are no immediate plans to open the branch. However, drive through service will remain at its current hours (Monday – Thursday 10 am – 6 pm and Friday – Saturday 1 – 5 pm) throughout the closure period.	Kai Cheang
5/17/2021 10:23	Brain Boxes	Programs/Events	5/15/21 I am waiting for the Brain Boxes for toddlers. I really think that with vaccines and knowing that COVID can not be transmitted through touch, the Brain Boxes need to be open for renting them out. I need to work with my grandchild and I really need them. Please let me know if you can make an exception. I am vaccinated. Entered by staff from a yellow comment card mz/MU			Marcela Lustiger
5/17/2021 13:50	Mustang	Hoopla - free streaming app	Hi. - wonder when Scottsdale is going to participate in fee streaming movies app for its residence. I am able to download the "Kanopy" app and login with my Library card..... Another free movie app is Hoopla free streaming ... will Scottsdale be participating in this any time soon?	Zick, Medina	Thank you for taking the time to share your comments with us. Due to the economic impact of COVID-19, the library has had to make some tough choices. We did provide Hoopla until August of 2020 but had to discontinue the service as a result of our reduced budget. We were able to add Kanopy just this month, so we are happy to hear you have already discovered it.	Susan Capadona

5/25/2021 4:32	Mustang	Customer Service	<p>During the pandemic, my daughter and I undertook to home school her 4 year old to prepare him to begin kindergarten. But we're both high school teachers without the faintest idea what we were doing.</p> <p>However, once we saw the library was offering to collect books for us according to interest, age, type of book (fiction, etc), we were off and running. Your Book Boxes made it possible for us to choose a topic he was interested in and tailor his lessons around it, e.g., dinosaurs, weather, the continents, the solar system, etc.</p> <p>He is totally ready for kindergarten now. He can read, write his numbers, etc. and he's working on elementary math and his Sight words. And he can tell you all about Blarney Castle, the International</p>			Marianne Moriarty
5/25/2021 11:12	Mustang	Library/Online Materials	Great service	Jones, Rebekka		
5/12/2021 7:53	System wide.	Library/Online Materials	<p>You discontinued Hoopla and now Acorn. Are you replacing these services with something else? If so when? And I missed why the Hoopla service was discontinued so if you could provide a reason I would appreciate it. Will Acorn be coming back?</p>	Ronnberg, Betha	<p>It has been a wild ride for eResources over the last year. There have been major changes for the library and in the vendor/publishing world. The first for Hoopla was simply cost. Their cost per circulation pricing model was flat out too expensive for us and the hard decision to cut it was made. Acorn is another service that we thought would be able to balance out the loss of Hoopla. However, a few months ago, the vendor who supplied Acorn TV was bought out by an investment company (who also owns Overdrive) and promptly stripped of all its services. Acorn is gone because RBDigital the vendor has shut down and no other vendor is working with Acorn. There are rumors that Overdrive is trying to work out a partnership with Acorn, but the other side of the rumor is that negotiations are not going well. So, we can't say Acorn is gone forever because if another library vendor were to offer it, we would be very interested but currently it simply isn't on the market for libraries. With strange serendipity, Kanopy streaming film service was a new service we had been trying to partner with and the timing just happened to work out that it came on just as Acorn was leaving. It is a film streaming service similar to Netflix but with award-winning films, indie films, classics, comedies, dramas, Criterion Collection, documentaries, animations, Kanopy Kids and more. Check it out at https://www.scottsdalelibrary.org/downloadables/kanopy</p>	Cathy Davis